

## **BILL ANALYSIS**

Senate Research Center  
86R20246 AAF-F

H.B. 2110  
By: Shaheen et al. (Paxton)  
Business & Commerce  
5/13/2019  
Engrossed

### **AUTHOR'S / SPONSOR'S STATEMENT OF INTENT**

H.B. 2110 amends current law relating to state agency measurement and management of customer satisfaction.

### **RULEMAKING AUTHORITY**

This bill does not expressly grant any additional rulemaking authority to a state officer, institution, or agency.

### **SECTION BY SECTION ANALYSIS**

SECTION 1. Amends Section 2114.002, Government Code, by amending Subsections (b) and (c) and adding Subsection (d), as follows:

(b) Requires each agency creating a certain inventory of external customers to gather information from customers using surveys, focus groups, mobile and web applications, or other appropriate methods approved by the Governor's Office of Budget and Policy and the Legislative Budget Board (LBB) regarding the quality of service delivered by that agency, rather than requiring each agency to gather information from customers using survey or focus groups or other appropriate methods approved by the Governor's Office of Budget and Planning and the LBB regarding the quality of service delivered by that agency. Requires the information requested to be as specified by the Governor's Office of Budget and Policy and the LBB, rather than the Governing Office of Budget and Planning and the LBB, and authorizes the information to include evaluations of an agency's:

(1)–(2) makes no changes to these subdivisions;

(3) communications, including toll-free telephone access, the average time a customer spends on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications, rather than communications, including toll-free telephone access, the average time a customer spends on hold, call transfers, access to a live person, letters, and electronic mail;

(4) Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain, rather than the ease of use of the site, information on the location of the site and agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain; and

(5)–(7) makes no changes to these subdivisions.

(c) Requires an agency, not later than June 1 of each even-numbered year and on request of LBB or the Governor's Office of Budget and Policy, to report on the information gathered under Subsection (b) to the LBB and the Governor's Office of Budget and

Policy, rather than requiring an agency, not later than June 1 of each even-numbered year, to report on the information gathered under Subsection (b) to the LBB and the Governor's Office of Budget and Planning.

(d) Provides that each agency maintains ownership of the information gathered under this section (Customer Service Input).

SECTION 2. Amends Section 2114.003, Government Code, as follows:

Sec. 21114.003. PERFORMANCE MEASURES. Requires the LBB and the Governor's Office of Budget and Policy to jointly develop a standardized method to measure customer service satisfaction and create standardized performance measures for state agencies in this area, rather than requiring the LBB to develop means to measure customer service satisfaction and create performance measures for state agencies in this area.

SECTION 3. Effective date: upon passage or September 1, 2019.